



**CDSS**  
CALIFORNIA  
DEPARTMENT OF  
SOCIAL SERVICES

# NOTICE OF TESTING

**July 2, 2008**

**EXAM TITLE: SOCIAL SERVICE CONSULTANT II**

**EXAM CODE: 8BP7401**

**EXAM BASE: OPEN - STATEWIDE**

**The bulletin announcing the above examination is amended as follows:**

**FINAL FILE DATE: JULY 24, 2008**

**Applications postmarked after the cutoff date will be held for the next examination.**

**It is anticipated that Supplemental Applications will be mailed in late August 2008.**

**Note: A candidate may be tested only once during any testing period.**

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES**



## OPEN EXAMINATION

### SOCIAL SERVICE CONSULTANT II

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**TESTING IS CONSIDERED CONTINUOUS AS DATES CAN BE SET AT ANY TIME. THE TESTING OFFICE SHOWN BELOW WILL ACCEPT APPLICATIONS CONTINUOUSLY AND WILL NOTIFY AND TEST APPLICANTS AS NEEDS WARRANT.**

**POSITIONS EXIST** In Sacramento Only

**WHO SHOULD APPLY**

Persons who meet the minimum qualifications as stated. This is an open examination. Applications will NOT be accepted on a promotional basis. Career credits will not be granted.

**HOW TO APPLY**

Applications (STD Form 678) are available and may be filed in person with the California Department of Social Services, Personnel Bureau, Examination Unit, 744 P Street, Sacramento, CA 95814, or applications may be mailed to the California Department of Social Services, Personnel Bureau, Examination Unit, P.O. Box 944243, Sacramento, CA 94244-2430. Applications submitted with no examination title will not be accepted and will be returned. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

**APPLICATION DEADLINE**

**CONTINUOUS FILING**

**SPECIAL TESTING ARRANGEMENTS**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application". You will be contacted to make specific arrangements.

**SALARY RANGE**

\$3894 - \$4867

**ELIGIBLE LIST INFORMATION**

Names of successful competitors are merged on the list in order of final scores regardless of date. Eligibility expires 12 months after it is established.

**REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION**

**NOTE: ALL APPLICANTS MUST MEET THE MINIMUM QUALIFICATIONS AS STATED AT THE TIME THE APPLICATION IS FILED. YOUR SIGNATURE ON YOUR APPLICATION INDICATES THAT YOU HAVE READ, UNDERSTOOD, AND POSSESS THE QUALIFICATIONS REQUIRED.**

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**SOCIAL SERVICES CONSULTANT II**  
**WL10 - 9414**

**FINAL FILING DATE: CONTINUOUS FILING**

## SOCIAL SERVICES CONSULTANT II

### MINIMUM QUALIFICATIONS

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

#### EITHER I

One year of experience in the California state service performing the duties of a Social Service Consultant I or Adoptions Case Worker or a substantially similar class at the same or higher level.

#### OR II

**Education:** Completion of a master's degree program from an accredited school of social work, approved by the Council on Social Work Education: **and**

**Experience:** One year of responsible social casework; group work, or community organization experience in a supervisory, consultative, or administrative position, or two years of social casework, group work, or community organization experience at the journey person level, including responsibility for independent performance of social work assignments. (Additional qualifying experience may be substituted for the required graduate education on a year-for-year basis.)

**Applicants must show proof of degree prior to appointment as a Social Service Consultant II.**

### SPECIAL PERSONAL CHARACTERISTICS

Willingness to travel and to work irregular hours; demonstrated capacity for assuming progressively greater responsibility as evidenced by recent employment history and interest in self-development; neat personal appearance; adaptability; tact; high moral standards; emotional stability; and good judgment.

### DESIRABLE QUALIFICATIONS

In appraising the relative qualifications of candidates, consideration will be given to the extent of pertinent education above that absolutely required and experience of a nature that has resulted in the candidate's possessing those attributes usually gained from the preferred education. Preferred graduate education is considered to be the completion of graduate work in the field of social services or public administration. Preferred experience is considered to be that involving analysis of social service problems and the performance of intensive casework and facilities licensing work which shall have imparted an understanding of the pertinent social sciences.

### THE POSITION

This is the full journey person and lead level in the series. Incumbents typically perform difficult assignments related to the analysis, evaluation, and development of social service program content and related policy. Incumbents at this level may serve as lead persons as part of their normal responsibilities.

### EXAMINATION INFORMATION

A candidate may be tested only once during any 12 month period.

This examination will consist of a Supplemental Application only. All candidates will be required to complete a Supplemental Application which will be mailed to each candidate upon review of his/her application Form 678. The Supplemental Application must be returned in order for the candidate to remain in the examination process. The information on the Supplemental Application will be used to assess on a competitive basis, each candidate's relevant training and experience.

The Supplemental Application will be evaluated competitively by a rating committee using preestablished rating criteria.

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## SOCIAL SERVICES CONSULTANT II

### EXAMINATION INFORMATION CONTINUED

### SUPPLEMENTAL APPLICATION - WEIGHTED 100%

#### Scope:

#### A. Knowledge of:

1. Principles, practices, and techniques used in the administration of public social services and child welfare programs.
2. Community resources and social organizations.
3. Research methods as applied to social work.
4. The provisions of the Welfare and Institutions Code, the Social Security Act, and other related State and Federal rules, regulations, and laws pertaining to public social service programs.
5. Scope and activities of public and private social service agencies.
6. Child psychology and human growth and development and group behavior.
7. Principles and practices of supervision and effective personnel practices.
8. Group and individual training methods.

#### B. Ability to:

1. Analyze problems arising out of the operation of public assistance, and child welfare programs.
2. Reach practical and logical conclusions and put into practice effective changes.
3. Perform research studies in the field of public social service.
4. Secure accurate social data and record and report such data systematically.
5. Utilize community resources.
6. Interpret the provisions of the Welfare and Institutions Code, the Social Security Act, and other related State and Federal rules, regulations, and laws pertaining to public social service programs.
7. Participate effectively in conferences and interviews and establish and maintain effective working relationships with those contacted in the work.
8. Plan, organize, and direct the work of others.
9. Communicate effectively and write clear, accurate, and concise reports.
10. Analyze situations accurately and take effective action.
11. Utilize and apply effectively the required technical knowledges.

### VETERANS PREFERENCE CREDITS

Veterans preference points will be added to the final score of all competitors in this examination who qualify for, and have requested, these points, and who are successful in the examination. Due to changes in the law, which became effective August 21, 1994, you must reapply even if you have previously established your veterans eligibility with the State Personnel Board. Effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS. (See General Information regarding Veterans Preference Points.)

### GENERAL INFORMATION

**Americans with Disabilities Act, Title II:** The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

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## GENERAL INFORMATION CONTINUED

**For an examination** without a written feature it is the candidate's responsibility to contact the California Department of Social Services, Personnel Bureau, at (916) 657-1762 or CALNET 437-1762 three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The California Department of Social Services and State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Criminal Record Clearance Information:** Some positions, within various divisions of the California Department of Social Services, are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans Preference:** California law allows granting of veterans preference points in open entrance examinations and open nonpromotional examinations. Credit in open entrance examinations is granted as follows: ten (10) points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; and fifteen (15) points for disabled veterans. Directions for applying for veterans preference points are on the Veterans Preference Application form (1090) which is available from State Personnel Board Office, written test proctors, and the Department of Veterans Affairs, P.O. Box 94289, Sacramento, CA 94295-0001.

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## CALIFORNIA DEPARTMENT OF SOCIAL SERVICES 744 P STREET SACRAMENTO, CA 95814

If deaf or hearing impaired, call the California Relay Service - From TDD phones: 1-800-735-2929  
1-800-735-2922

TTY telephone number: Sacramento (916) 653-5457; CALNET 453-5457

TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY/TDD Device.  
(07/08)